

B. PATRON SERVICE JOB-GRADING STANDARDS

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DoD NAF PATRON SERVICES
JOB-GRADING STANDARD
ANNOUNCER PS-1081-5

DUTIES AND RESPONSIBILITIES:

At this level, the employee:

-Performs announcing functions on the radio in one or more of the following areas:

Announces programs of musical recordings, commenting on the music and other matters of interest to the audience, such as weather, time of day, traffic conditions, and public service announcements.

Broadcasts impromptu descriptions of local sporting events during actual observation or repeats information telegraphed to station. May interview local sports or public personalities during or at the conclusion of the event.

Broadcasts news/sports/weather from news copy.

-Operates control board or recording machines as required.

-Assists in writing scripts and news copy.

-Maintains required records pertaining to programs and program content.

SUPERVISORY CONTROLS:

Assignments are specific and detailed. Supervisory instructions cover scope and content with limited opportunity for creativity.

Note: Other jobs that contain similar basic duties that significantly exceed or fall short of those cited above shall be appropriately classified above or below this established PS-5 grade level with the rationale for the grade selected documented and attached to the position description.

DoD NAF PATRON SERVICES
JOB-GRADING STANDARD
CASHIER-CHECKER PS-2091-2

DUTIES AND RESPONSIBILITIES:

Cashiers-Checkers PS-2 check merchandise; ring up the sale on a cash register; accept money; and make change. They bag or wrap the items purchased and staple the cash register ticket to the bag or wrapper. Incumbents check merchandise for ticket switching, unmarked items, and damaged merchandise. Cashiers-Checkers PS-2 provide management with information concerning customer requests, complaints, price-marking problems, condition of merchandise, time of maximum and minimum patron traffic, fast- or slow-moving items, and the arrival of important visitors. Incumbents may sell merchandise items located at checkout points. These items are typically small and are stocked in racks or hanging containers (for example, cigarettes and candy).

Cashiers-Checkers PS-2 are assigned to installation cafeterias or snack bars. The incumbents are stationed at the end of cafeteria serving lines or at snack bar counters. Duties consist of ringing up food, beverage, and merchandise by individual item; totaling the sales; receiving money; and making change. Cashiers-Checkers may sell food and merchandise items such as prepackaged snacks, cigarettes and candy. Incumbents may perform related food service duties, such as **setting** up the serving line and refilling beverage dispensers.

Cashiers-Checkers PS-2 work at the cashier's booth or counter. They receive patrons' meal checks, total the sales on cash registers, receive money, and make change. They may also process credit card transactions.

SUPERVISORY CONTROLS:

Work is performed independently; however, supervisory assistance is provided in unusual circumstances.

DoD NAF PATRON SERVICES
JOB-GRADING STANDARD
CHILD CARE ATTENDANT PS-0189-0

CHILD CARE ATTENDANT PS-0189-1:

DUTIES AND RESPONSIBILITIES:

This level of work is intended to encompass strictly routine day-to-day child care responsibilities under close supervision.

Incumbent responsibilities include

- keeping babies dry and fed and supervising play periods of older children.

- putting children in bed for naps and watching over them while they sleep.

- assuring cleanliness of children and surrounding play areas. Sanitizing nursery equipment and toys as required. May wash-linen and diapers.

- assisting, perhaps, in the preparation of simple meals consisting of sandwiches and canned or frozen foods.

SKILLS AND KNOWLEDGE:

Must be familiar with policies and procedures established at the child care center with respect to discipline, fire safety, and first aid.

SUPERVISORY CONTROLS:

The supervisor makes specific assignments that are accompanied by **clear**, concise instructions. The incumbent works as instructed and consults with the supervisor on matters not covered by initial instructions.

PHYSICAL' DEMANDS :

The work requires long periods of standing and walking with recurring bending, crouching, and similar activities. Child Care Attendants are required to regularly lift children weighing up to 40 pounds.

CHILD CARE ATTENDANT PS-0189-2

DUTIES AND RESPONSIBILITIES:

Child Care Attendants regularly perform a number of tasks associated with the care of children. Included are

- receiving children from parents; this requires the notation of any special instructions that the parents may provide.

- supervising children during playtime, ensuring that the play area and equipment are free from danger.

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CHILD CARE ATTENDANT PS-0189-2: (cont'd)

- feeding children during meal periods.
- ensuring that children remain clean during play periods and that play area, equipment, and toys are safe and sanitary.
- may wash, dry, fold, and store bed linens, blankets, and diapers.
- may prepare simple meals consisting of heating frozen or canned foods or making sandwiches.
- may occasionally participate in conferences between parents and manager of the child care center in order to provide information concerning a problem the child is experiencing at the center.

SKILLS AND KNOWLEDGE:

- Must be thoroughly familiar with policies, procedures, and techniques employed within the child care center.
- Be capable of determining when a child is sick, and alerting the supervisor to the condition in order to isolate the child and avoid the spread of contagious diseases to other children in the center.
- Be familiar with techniques of consoling a frightened or injured child.
- Understand the technique of disciplining children (that is, when it is needed, how to administer it, and possible alternatives).
- Be familiar with first aid and fire safety procedures.

SUPERVISORY CONTROLS:

The Child Care Attendant uses initiative in carrying out daily assignments independently; however, supervisory assistance is readily available when unusual situations arise.

The supervisor spot-checks work in progress to assure compliance with accepted work practices.

PHYSICAL DEMANDS:

The work requires long periods of standing and walking with recurring bending, crouching, and similar activities. Child Care Attendants are required to regularly lift children weighing up to 40 pounds.

CHILD CARE ATTENDANT PS-0189-3

In addition to the skills and knowledges required to perform the basic child care duties outlined at the PS-2 level, attendants at the PS-3 level are involved in a child development **program** intended to teach the children **independence** and prepare them for school. This developmental program is not an incidental function. The attendant's involvement must be on a regular and recurring basis and must be fundamental to the overall assignment.

CHILD CARE ATTENDANT PS-0189-3: (cont'd)

INFANTS/TODDLERS :

6 weeks to 3 years: Because these age groups are not capable of effective verbal communication, the attendant must anticipate the child's wants and needs. These most often include:

-Physical: changing diapers, feeding, and providing nap, exercise, and play periods.

-Emotional: ensuring that each child feels secure and protected by holding and talking to the child.

-Developmental : encouraging infants to crawl, walk, talk, and imitate. Assisting infants in obtaining the coordination required for self-feeding and cup-training as well as teaching them when and how to use the toilet.

-Social: showing children how to share and to settle arguments, eating etiquette, courtesy, sanitary aspects of bodily functions, and other social customs.

PRE-SCHOOL:

3 to 6 years: The emphasis for this age child changes from almost entirely physical and emotional care to more of a developmental and training program. This program is intended to orient the child to organized, creative learning experiences . Children are taught to interact with their peers, sharing toys and equipment. They are instructed in the technique of tying shoes and using buttons and zippers. They are taught to pick up the toys in the playroom and outdoor areas and to put them in their proper place.

SKILLS AND KNOWLEDGE:

The Child Care Attendant must be capable of carrying out scheduled activities within the overall activity period plan established by the supervisor, which is intended to expose children to numbers, letters, arts and crafts, and simple organized games. Attendants read to children and provide musical experiences through record-playing, sing-alongs, and dancing. Attendants must remain alert to the degree of independence and assertiveness displayed by each child in order to recommend promotion to a more advanced group.

SUPERVISORY CONTROLS:

The employee carries out daily assignments independently, planning activities within prescribed limits and handling problems in accordance with accepted practices. The supervisor is available to resolve situations that have no precedent.

PHYSICAL DEMANDS:

The work requires long periods of standing and walking with recurring bending, crouching, and similar activities. Child Care Attendants **are required** to regularly lift children weighing up to 40 pounds.

DoD NAF PATRON SERVICES
JOB-GRADING STANDARD
CLUB OPERATIONS ASSISTANT PS-0189-0

GENERAL STATEMENT:

This standard shall be used to classify positions whose duties include the supervision of a club operation in the absence of the Club Manager/Assistant Manager at night or on weekends. This work requires the coordination of a number of activities, such as dining room, kitchen, and bar facilities, party catering, and bingo. Some knowledge of each functional area supervised is necessary. The work may involve responsibility for two or more activities but less than the entire club when more than one Club Operations Assistant is on duty. This standard replaces the former Duty Officer, PS-0301 standard.

EXCLUSIONS:

Any position requiring full supervisory skills, such as assigning and reviewing work, rating performance, interviewing for employment and discipline, shall be classified by application of the appropriate AS/PS/CT supervisory job-grading standard.

Positions responsible for only one segment of a club operation shall not be evaluated under this standard. These positions are classified within their specific occupational areas; for example, Bartender, Foreman, and Waiter Foreman.

Any position whose paramount requirement is to assist in all aspects of club management. These positions shall be classified in accordance with procedures provided in the DoD NAF Job-Grading Standard for Club/Mess Manager, UA-1101-0.

TITLES :

Jobs covered by this standard presently have a variety of local titles including Duty Officer, Night Manager, and Recreation Assistant. Previously, the official title was Duty Officer; however, it has been determined that this title does not accurately describe the position's duties or responsibilities. Therefore, the title is to be changed to Club Operations Assistant.

DUTIES AND RESPONSIBILITIES:

The incumbent reviews the schedule of functions that are to take place during the assigned shift in order to ascertain what special preparations are required. Ensures that necessary space, supplies and equipment are available and that room arrangements/set-ups are completed. Provides instruction and guidance to all club staff members on functions taking place during their shifts. Works with Waiter Foreman, Bartender Foreman, Caterer, and others to ensure planned events take place as scheduled by the Club Manager.

Ensures adequate manning for special activities as well as routine operations. Ensures that all personnel are fully utilized, requesting additional personnel or releasing unnecessary personnel as the situation warrants.

Monitors operation of entire club or assigned areas of responsibility, periodically checking to identify and resolve problems which may arise. Enforces club rules.

Responsible for issue, receipt, and control of cash boxes. Occasionally makes unscheduled cash counts. Prepares a report of all significant occurrences during the shift.

When working the night shift, incumbent is responsible for assuring that the building is secured, and a fire check is made at end of the shift.

GRADE DETERMINATION:

Grade level determination is based on application of the "Complexity of Operation" and "Complexity of Activities" factors enumerated below.

Care must be exercised to assure that only those operations for which the position is directly responsible be credited for grade determination purposes.

It should be noted that coordination of club functions with functional activity heads (Bartender Foreman, Waiter Foreman, etc.) requires only administrative supervision. Such supervision does not increase the grade of the Club Operations Assistant or decrease grade levels of the activity heads.

Complexity Of Operation	Complexity of Activities	Grades			
		PS-4	PS-5	PS-6	PS-7
SMALL	Few	x			
	Several	x			
	Numerous		x		
MEDIUM	Few	x			
	Several		x		
	Numerous			x	
LARGE	Few		x		
	Several.			x	
	Numerous				x

(a) Complexity of Club/Mess Operation [Large, Medium, Small) based on

(1) Amount of average total income from all sources:

Large= Over \$70,000 per month

Medium= \$30,000 to \$70,000 per month

Small= Up to \$30,000 per month

(2) Number of patrons participating in open mess activities (monthly average), i.e., those who are served.

Large= Over 2500 members/guests participate in activities per month (average).

Medium= 500 to 2500 members/guests participate in activities per month (average).

Small= Up to 500 members/guests participate in activities per month (average).

(3) Number of full-time and part-time employees in work force with part-time employees equated to full-time on basis of hours worked:

Large= A work force consisting of 300 or more personnel.

Medium= A work force consisting of 50 to 300 personnel.

Small= A work force consisting of under 50 personnel.

Note: A judgment must be made as to overall complexity of operations. Usually, the size category will be whichever one appears at least twice. In any case, the reasons used in making the judgment are to be recorded in the evaluation statement.

(b) Complexity of Activities

One of the most important factors contributing to the complexity of a Club Operations Assistant position is the type of activities provided by the Club. Routine activities do not present the same degree of complexity that activities of a special nature do, in terms of initiative in planning, scheduling, and carrying out such special activities for a club. In addition, the number and frequency of such activities also contribute to the complexity of the club operation. These activities are

1. Formal banquets and private parties, including receptions.
2. Catering outside club.
3. Professional entertainment.
4. Bingo.
5. Self entertainment, such as fashion shows and beauty contests.
6. Others requiring initiative in planning and scheduling.

To be considered in the evaluation, a special activity must occur as a minimum at least once every 3 months. At least one of the continuing activities must occur in each job. If not present, consideration is to be given to assigning position to the next lower group, that is, from several to few. For grade determination purposes, the complexity of activities shall be as follows:

1. Few - up to 3
2. Several - 4 - 5 - 6
3. Numerous - 7 or more.

DoD NAF PATRON SERVICES
JOB-GRADING STANDARD
CUSTOMER SERVICES CLERK PS-2091-0

CUSTOMER SERVICES CLERK PS-2091-4:

DUTIES AND RESPONSIBILITIES:

Customer Services Clerks PS-4 perform less than the full range of customer services duties as described at the next grade level. Incumbents of these positions are typically assigned to large customer services operations which require the full-time services of an employee to work in one of more areas of the total Customer Services Program. These employees may perform gift wrapping duties, accomplish layaway sales, assist a higher-grade Customer Services Clerk in handling special orders, make keys, provide personalized greeting cards, stationery and flower service and provide other similar services.

Customer Services Clerks PS-4 do not have responsibility for the complete Customer Services Program. They serve as assistants or perform work in a limited number of the total services. They refer customer complaints and requests for refunds and adjustments to a higher-grade Customer Services Clerk for resolution. Incumbents of these positions are not responsible for preparing vendor purchase orders, preparing merchandise requests for submission, maintaining documentation of sales and orders, or corresponding with vendors and customers .

SUPERVISORY CONTROLS:

The incumbent works under the direct supervision of a higher-grade employee with assistance readily available in the performance of new or unusual tasks.

CUSTOMER SERVICES CLERK PS-2091-6

DUTIES AND RESPONSIBILITIES:

Customer Services Clerks PS-6 perform the full range of duties involved in the total. Customer Services Program. These employees provide the special order, layaway, gift-wrapping, refund, and adjustment services and any other authorized services approved by management.

Incumbents perform the following duties:

SPECIAL ORDER SERVICE:

Customer Services Clerks provide the customer with special order catalogs and assist in selecting merchandise as requested. Incumbents assist customers in determining the cost of the proposed purchase to assure that they are aware of distributor markups, shipping costs, and other pertinent information. These employees are responsible for ensuring that special orders are accepted only for items of merchandise authorized and within the prescribed price limitations.

CUSTOMER SERVICES CLERK PS-2091-6: (cent'd)

Incumbents at this level are responsible for maintaining all actions and notations in an open special order file. They accomplish necessary vendor follow up action and notify customers of merchandise arrival.

In cases where merchandise is refused by the customer, the Customer Services Clerk contacts the vendor and arranges for the return or exchange of the merchandise.

LAYAWAY SERVICE:

Incumbents receive the merchandise to be placed on layaway; prepare the layaway ticket and attach it to the merchandise; accept and ring up the initial deposit; and give one copy of the layaway ticket to the customer and file the duplicate copy for future use. Incumbents are responsible for advising customers of payment plan dates and for collecting interim and final payments. They notify customers of delinquent payments and return merchandise to the sales area when payments are not made.

REFUNDS AND ADJUSTMENTS:

Incumbents ensure that the policy "satisfaction guaranteed" is achieved by extending courtesy and assistance to all customers and making refunds or adjustments on all merchandise in cases of customer dissatisfaction. Incumbents arrange for repair or replacement of defective merchandise.

GIFT-WRAPPING SERVICE:

Incumbents wrap gifts or supervise lower-grade personnel in the performance of gift-wrapping duties. They ensure that wrapping procedures, prices charged, and materials used are in conformance with established guidelines.

DEFERRED PAYMENT PLAN:

Incumbents process deferred payment plan transactions for authorized military personnel who wish to purchase uniform items. These employees advise the customer of payment due dates and maintain control documents until final payment is made.

Customer Services Clerks may assist management in the administration of customer relations programs. Incumbents may also administer agency-type agreement services.

Duties also include performing information clerk services to store customers and providing authorized information by telephone.

Other duties may include the sale of personalized greeting cards and stationery and providing flower and telegram services. Hunting and fishing licenses may be sold by the incumbent. Incumbent may also provide key-making services, car/television rental, and film-processing services.

CUSTOMER SERVICES CLERK PS-2091-6: (cent'd)

SUPERVISORY CONTROLS:

Duties are performed independently with little supervisory assistance.

DoD NAF PATRON SERVICES
JOB-GRADING STANDARD
DEPARTMENT SUPERVISOR PS-2091-7

DUTIES AND RESPONSIBILITIES:

Department Supervisors assist customers in selecting merchandise and answering questions in regard to merchandise location, manufacturer, quality, use, and price. They resolve customer complaints and arrange adjustments or refunds and answer sensitive questions regarding established policy, type of merchandise available, price limitations, and identification requirements.

At this level, employees supervise and train an assigned staff of supervisory and nonsupervisory sales personnel. They provide instruction in selling methods, customer assistance, stock replenishment, counting and ordering merchandise, housekeeping, and maintenance of accountability. They ensure that Sales Clerks accomplish their duties efficiently and in accordance with established policies and procedures. Incumbents counsel employees and advise and assist management in related matters of personnel administration.

Department Supervisors are responsible for accomplishing maximum merchandising of items in one or more departments. They personally accomplish or supervise work in the following retail areas.

-MERCHANDISE PRESENTATION:

Setting up displays; maintaining displays; ensuring that stock is correctly and neatly arranged according to size, color, and brand; and assuring proper stock rotation to preclude the sale of old or shopworn merchandise.

-ACCOUNTABILITY AND SECURITY:

Maintaining stock control records; monitoring merchandise transfers and stock counts to preclude document accountability errors; assisting in the supervision of inventories; advising management of suspected or reported shoplifting incidents; and enforcing fire and safety requirements in an assigned area.

-MAINTENANCE OF IN-STOCK CONDITION:

Monitoring the preparation of branch requirements reports; ensuring timely and accurate stock counts; submitting emergency requisitions as required; advising management of irregular stock levels; and proposing solutions.

-HOUSEKEEPING :

Inspecting stock, fixtures, and floors in an assigned area and instructing employees in the proper correction of deficiencies.

-PROMOTIONAL SIGNING:

Originating promotional signs in coordination with sales and special events; submitting signs for management approval; instructing employees in proper use and display of signs; and replacing signs as required.

DEPARTMENT SUPERVISOR PS-2091-7 (cont'd)

-PRICING:

Checking prices on merchandise to ensure that amounts listed are correctly marked and all merchandise has a price tag or label firmly attached and instructing employees in price-marking procedures when corrections or changes are required.

Incumbents are frequently called upon to provide full technical advice relating to the merchandising of retail items within their area of responsibility. Department Supervisors are called upon to assist in solving problems of store operations; to assist in formulating new operations plans; and to implement assigned plans.

Department Supervisors are responsible for the complete training of employees assigned to their departments. Training includes the initial orientation of new employees; on-the-job training; group-study course training; and special training (for example, seasonal clothing clinics and procedural changes).

DoD NAF PATRON SERVICES
JOB-GRADING STANDARD
DESK CLERK PS-1176-3

DUTIES AND RESPONSIBILITIES:

- Registers guests and assigns rooms.
- Issues room key and, as required, escorts guests to rooms.
- Date stamps, sorts, and racks incoming mail and messages.
- Transmits and receives messages, using equipment such as teletype, telephone, and switchboard.
- Calculates and posts all charges to patrons' accounts and balances totals with control records.
- Completes housekeeping reports.
- Keeps records of rooms occupied and guests' accounts; presents statements to departing guests; and receives payment for room charges.
- Makes and confirms reservations.
- May sell convenience items, such as tobacco, candy, and newspapers.

SUPERVISORY CONTROLS:

The work is performed independently, with supervisory assistance provided as necessary.

DoD NAF PATRON SERVICES
JOB-GRADING STANDARD
EXCHANGE DETECTIVE PS-0083-5

DUTIES AND RESPONSIBILITIES:

Exchange Detectives maintain continual surveillance throughout retail, food, and service selling and stockroom areas to prevent or detect shoplifting or other illegal/dishonest acts. They attempt to detain suspected individuals until the arrival of proper authorities and prepare required reports relating to illegal incidents.

Incumbents periodically review merchandise to insure proper pricing; check fitting room controls; check internal and external physical security; scrutinize employees' activities to detect pilferage or collusion; and monitor electronic shoplifting detection devices, where installed.

SUPERVISORY CONTROLS:

Exchange Detectives operate under general supervision and act authoritatively **on** matters under their cognizance. However, supervisory assistance is available in unusual or complex situations.

DoD NAF PATRON SERVICES
JOB GRADING STANDARDS
IDENTIFICATION CHECKER PS-0085-1

DUTIES AND RESPONSIBILITIES:

Incumbents in these positions are assigned to activities where the military commander requires the **checking/identification** of customers in civilian attire prior to entering. These positions may be authorized by NAF management during operating periods, for the purpose of customer entrance and exit surveillance in addition to the checking of identification cards.

Incumbents are required to refuse admittance to individuals who are not authorized privileges. In these situations, Identification Checkers explain the policy regarding authorized patronage and must exercise tact and courtesy in refusing admittance. As dictated by local policy, they enforce local restrictions such as "no-smoking" regulations.

Incumbents may direct customers to selling areas and furnish information regarding the location of merchandise, cashier's cage, manager's office, and customer service area. Incumbents provide information regarding the location of other facilities, such as the base/post/station cafeteria, snack bar, service station, barber shop, concession activities, and recreation facilities.

These employees observe the packages of departing patrons to ensure that purchases have been properly bagged and that large items of merchandise are tagged to indicate that the item was properly purchased. Incumbents may monitor packaging at checkout points to assure that established packaging procedures are being followed.

Identification Checkers shall maintain assigned entrances and/or exits in a clean and orderly manner. They may assist in closing the facility to include checking window and door locks; inspecting the premises for fire hazards; and turning off lights and other electrical equipment.

Incumbents assist sales personnel in the identification and count of merchandise for inventory purposes, as required. These employees may distribute flyers or handouts regarding special events, such as sales and changes in operating hours to incoming and **outcoming** customers.

SUPERVISORY CONTROLS:

The incumbent receives specific guidance and supervision from higher-grade employees. Assistance is always available in the performance of assigned tasks.

DoD NAF PATRON SERVICES
JOB-GRADING STANDARD
LODGE HOST PS-1173-7

DUTIES AND RESPONSIBILITIES:

- Ensures the efficient operation of the lodge.
- Maintains registration log of all guests billeted, collects money, and issues receipts for all rooms rented.
- Maintains reservation log of all requests for future occupancy and answers letters pertaining to advance reservations.
- Assigns and escorts guests to their rooms, explains facilities available, and checks rooms for sufficient linens and supplies.
- Provides adequate staffing for all areas of responsibility.
- Keeps records and prepares reports pertaining to the operation.
- Maintains custody of supplies, furniture, and equipment.
- Assists in the procurement of supplies and equipment.

SUPERVISORY CONTROLS:

The incumbent performs daily tasks independently, with supervisory assistance available for unusual situations.

DoD NAF PATRON SERVICES
JOB-GRADING STANDARD
MOBILE SALES CLERK PS-2091-5

DUTIES AND RESPONSIBILITIES:

The Mobile Sales Clerk operates a mobile unit following a predetermined route; applies knowledge of base/post and commercial driving regulations and roads within the prescribed area; and assures the mobile unit's serviceability through inspection of the tires, lights, brakes and gas and oil level. Incumbents may perform emergency repairs or minor maintenance such as changing tires, installing light bulbs, fuses, and tire chains. Operators ensure that prescribed routes are followed and that scheduled stops are made on a timely basis.

RETAIL AND FOOD SERVICE:

The Mobile Sales Clerk sells food snack items and limited retail items to authorized customers. Food items normally consist of hot and cold beverages, wrapped sandwiches, pastries, frankfurters, and hamburgers. Retail items include primarily essential items and cigarettes, candy, and gum.

Mobile Sales Clerks ensure that standard prices and portions are applied and that a clearly visible price list or menu board is available to customers. They requisition food and retail items on a daily basis; stock the mobile unit daily; assure that adequate stock levels are on hand to meet anticipated daily demands, collect money, ring the register, and make change; maintain a change fund; count daily cash receipts, maintain food/retail merchandise stock records; and prepare daily reports.

Mobile Sales Clerks observe and comply with sanitation, fire, safety, and security regulations and procedures and perform routine cleaning necessary for the sanitary operation of the mobile unit. Mobile Sales Clerks serving food items are required to pass a food handlers physical examination.

DoD NAF PATRON SERVICES
JOB-GRADING STANDARD
PACKAGE STORE CLERK PS-2091-2

DUTIES AND RESPONSIBILITIES:

-Checks merchandise for proper price marking; rings up the sale on a cash register; receives money, checks, or charges for purchases; and makes change for the customer. Also ensures that all checks and charge slips are properly filled out and endorsed. Completes sale by bagging the items purchased unless baggers are available.

-Ensures availability of a correct master copy of all prices and codes of merchandise. Verifies that customer's name does not appear on dishonored check list.

-Provides management with information concerning customer requests, complaints, price-marking problems, damaged merchandise, and fast- or slow-moving items.

-May answer questions as to location and brands or items in stock. Ensures that all policies pertaining to the sale of alcoholic beverages and cigarettes are complied with and that merchandise is sold only to authorized personnel.

-Assists in periodic inventories as well as in stocking shelves. Assists in maintaining cleanliness and general appearance of store.

SUPERVISORY CONTROLS:

Incumbents follow specific guidelines and directions provided by the Package Store Manager or other higher-grade employee.

DoD NAF PATRON SERVICES
JOB-GRADING STANDARD
PARKING LOT ATTENDANT PS-0085-1

DUTIES AND RESPONSIBILITIES:

The incumbent serves as a parking lot attendant; and patrols the parking lot to prevent thefts from cars. The Incumbent shall be tactful and courteous in denying admission to those not eligible to use the parking lot.

SUPERVISORY CONTROLS:

The incumbent follows specific instructions governing use of the parking lot.

DoD NAF PATRON SERVICES
JOB-GRADING STANDARD
PERSONAL SERVICES CLERK PS-2091-0

PERSONAL SERVICES CLERK PS-2091-1:

DUTIES AND RESPONSIBILITIES:

The Personal Services Clerk PS-1 assists a higher-grade employee in the operation of a coin-operated laundry and dry-cleaning activity. The incumbent advises customers in the proper use of all equipment; assists and advises customers in the use of detergents and cleaning agents, loading of laundry and dry cleaning machines, and spotting techniques; and operates dry cleaning and pressing equipment, as required. The attendant maintains required sanitation and cleanliness of the facility and machines; cleans and wipes interior and exterior surfaces of washers, dryers, dry cleaners, and steam presses; removes accumulation of lint and dirt from all moving parts; removes and cleans screen from clothes dryers; and, during the supervisor's absence, removes, cleans, and replaces the filter cartridges of dry-cleaning machines as prescribed by the manufacturer.

PICK-UP-POINT ACTIVITY:

The Personal Services Clerk assists a higher grade employee in the operation of a laundry and dry-cleaning pick-up-point activity. The incumbent waits on customers and accepts laundry, dry cleaning, garments for tailoring, and shoes for repair; and assembles, marks, bags, and places on racks those items returned "from the processor. The incumbent inspects garments for tears and rips, burns or scorch marks, worn or frayed material, broken zippers, and missing buttons prior to processing and may perform the same inspection upon return of the garment from the processor. Garments received from the processor that do not meet quality standards are" reported to the supervisor. The incumbent maintains required cleanliness of the activity and complies with fire, safety, and security regulations.

SUPERVISORY CONTROLS:

After initial orientation, the incumbent performs tasks with little supervisory assistance. However, for new or unusual assignments, assistance is readily available.

PERSONAL SERVICES CLERK PS-2091-2

DUTIES AND RESPONSIBILITIES:

The Personal Services Clerk PS-2 performs the same duties in the operation of a coin-operated laundry and dry-cleaning service as listed for the PS-1 incumbent. Additional responsibilities assigned at this grade level include maintaining of a cash/change fund, resolving minor customer complaints, and making adjustments; opening and closing the activity in accordance with established operating hours; and supervising one or two lower-grade Personal Services Clerks, as may be required.

PERSONAL SERVICES CLERK PS-2091-2: (cent'd)

PICK-UP-POINT ACTIVITY:

The Personal Services Clerk PS-2 performs the same duties in the operation of a laundry and dry-cleaning pick-up-point service facility as listed for the PS-1 incumbent. In addition to the duties listed at the lower grade level, the Personal Services Clerk PS-2 maintains a cash fund and counts cash receipts; conducts inventories; resolves minor customer complaints and makes adjustments; and opens and closes the activity in accordance with established operating hours. The incumbent may also supervise one or two lower-grade Personal Services Clerks.

SUPERVISORY CONTROLS:

The incumbent performs assigned tasks independently, with little supervisory assistance.

DoD NAF PATRON SERVICES
JOB-GRADING STANDARD
PHOTOGRAPHER PS-1060-6

DUTIES AND RESPONSIBILITIES:

- Takes portrait, group, and news photographs using a variety of photographic equipment. For portrait photographs, ensures that background and lighting are adjusted properly.
- Advises customers of cost and delivery time.
- Keeps photographic supplies and equipment in good repair. Assumes responsibility for security of equipment.
- Maintains adequate stocks of photographic supplies and initiates requisitions to replenish stocks.
- Maintains cleanliness in the work area.
- Determines charges for finished work and may accept payment.

SUPERVISORY CONTROLS:

The incumbent performs assigned tasks independently with supervisory review of completed assignments for acceptability of results and quality of finished product.

Note: Other jobs that contain similar basic duties that significantly exceed or fall short of those cited above shall be appropriately classified above or below this established PS-6 grade level, with the rationale for the grade selected documented and attached to the position description.

DoD NAF PATRON SERVICES
JOB-GRADING STANDARD
RECREATION AID/ASSISTANT PS-0189-0

GENERAL STATEMENT:

This series covers positions containing limited aspects of recreation work in NAF recreation activities. Such work requires a practical understanding of one or more arts and crafts, sports, community centers, youth centers, or other recreational activities and skill in the maintenance and use of related materials and equipment.

EXCLUSIONS:

-Positions for which the paramount requirement is a professional knowledge of the principles and techniques of recreation for the purpose of evaluating the needs or desires of program participants, and planning, organizing and administering recreation activities. (See OPM Position Classification Standards (PCS) for Recreation Specialist, GS-188, in OPM "PCS" (reference (h)) for UA grade level determination.)

-Positions concerned with instructing in a recreational craft, hobby, or sporting activity when the essential qualification for the performance of these duties is a knowledge-and understanding of the principles and techniques of instruction. (See OPM PCS for Instructor positions, GS-1712 in reference (h) for UA grade level determination.)

-Positions that include as a paramount requirement skills in a recognized trade or craft that is, automotive repair, carpentry, electronics, or other similar activities). (See FPM Supplement 512-1 reference (f).)

-Positions for which the paramount requirement is the care and development of children in the absence of their parents. (See DoD NAF Job Grading Standard for Child Care Attendant, PS-0189.)

TITLES :

Positions covered by this standard shall be titled in accordance with the following:

RECREATION AID - positions evaluated at the PS-4 level or below.

RECREATION ASSISTANT - positions evaluated at the PS-5 level or above.

A parenthetical suffix may be used for Recreation Aid and Recreation Assistant positions at the PS-4 level and above when it is believed that a clearer distinction of the kind of work performed is necessary, for example Recreation Aid (Bingo) or Recreation Assistant (Youth Center). In some circumstances, a Recreation Aid position at the PS-3 level may require particular skills or qualifying experience, as in the case of Lifeguard positions. In those cases, a parenthetical suffix may be used for PS-3 positions (for example, Recreation Aid (Lifeguard)).

RECREATION AID/ASSISTANT PS-0189-0: (cent'd)

GRADE LEVEL DETERMINATION:

The example of work assignments contained in this standard are only illustrative of each grade level and are not all inclusive.

Positions that meet minimal supervisory position criteria for supervisors shall be graded and titled by reference to the DoD job-grading guide for supervisors over AS and PS positions.

RECREATION AID PS-0189-1:

SUPERVISORY CONTROLS:

New work assignments, procedures, or conditions are thoroughly explained by the supervisor. Once assignments have been learned, employees may work without continuous supervision at the work site, but a supervisor is always available to provide advice and assistance.

DUTIES AND RESPONSIBILITIES:

-Performs a limited variety of simple, repetitive duties in a hobby or craft shop or other recreational environment (for example, gymnasium, sports field, or golf course).

-Issues readily recognized or marked items (such as golf clubs, tennis rackets, oars, and other sporting equipment, tools, and life preservers) to authorized patrons. Checks for proper patron identification prior to issue and obtains signature for items.

-Receives loaned-out items; visually inspects them for obvious damage and completeness and notifies patron and supervisor of damaged items. Cleans and returns items to proper storage area.

-Performs general housekeeping duties, such as sweeping, dusting, arranging chairs, tables, and disposing of trash. May operate household-type washer and dryer to clean and dry athletic equipment.

RECREATION AID PS-0189-2:

SUPERVISORY CONTROLS:

New work assignments, procedures, or conditions are thoroughly explained by the supervisor. Once assignments have been learned, employees may work without direct, continuous supervision at the work site, but advice and assistance is readily available when unusual or difficult problems arise.

DUTIES AND RESPONSIBILITIES:

-Performs a variety of routine duties in a hobby or craft shop or in other recreational environment such as a gymnasium, sports field, or golf course. Recreation Aids at the PS-2 level perform a greater variety of duties than do Recreation Aids at the PS-1 level and have more interaction with participants

RECREATION AID/ASSISTANT PS-0189-2: (cent'd)

in the recreation program. However, for a portion of the time, workers at this level may also perform duties identical to those described at the PS-0189-1 level.

-Answers program participants' questions pertaining to facilities available, hours of operation, eligibility requirements, and similar nontechnical questions. Informs patrons of safety rules and regulations.

-Issues, receives, and sells or rents merchandise, sports equipment, or tools when no specialized knowledge of the operation or use of such equipment is necessary. Maintains a small change fund and may operate a cash register. Keeps inventory records and notes reorder points. Informs supervisor of need to reorder.

-Assists in supervising groups of children in a simple structured or unstructured playground or indoor game room activity. This work primarily involves keeping order, encouraging children to participate in activities, and ensuring their safety.

-In connection with other ongoing activities, the incumbent may assist a higher-grade employee by operating a slide projector, phonograph, or tape recorder.

RECREATION AID PS-0189-3:

SUPERVISORY CONTROLS:

New work assignments are explained in detail and are performed under close supervision. The incumbent works under general supervision, however, guidance and assistance are available when unusual or difficult problems arise.

DUTIES AND RESPONSIBILITIES:

Recreation Aids at the PS-3 level exercise a greater degree of responsibility and independence in working with recreation program participants than do Recreation Aids at the PS-2 level. Incumbents are required to have a basic knowledge of the rules and practices of the recreational activity in which they work.

-Keeps schedules of athletic events or tournaments and posts individual or team scores.

-Accepts reservations for facility use by patrons; collects fees, accounts for money collected, maintains record of material used, number of patrons, and other required information.

-Operates or demonstrates the proper use of simple tools and equipment (for example, power and hand tools, ceramic firing kiln, and black-and-white photo enlarger). Ensures that patrons observe safety rules and regulations.

Assignments include a variety of tasks at a level described below:

RECREATION AID/ASSISTANT PS-089-3: (cent'd)

In a Bowling Facility:

Reserves bowling lanes, rents shoes, provides score sheets, accepts payment, and accounts for cash. Advises patrons of rules and regulations within the bowling facility. May sell bowling equipment and accessories.

In a Bingo Program:

Sells bingo cards and collects and accounts for cash. Ensures that only authorized members play, explains rules to new members, and "calls" bingo game.

In a Swimming Facility (pool or lake):

Continuously observes swimming area to ensure safety of patrons. Rescues swimmers in trouble and promptly administers first aid as needed. Maintains cleanliness of pool, pool decks, and facilities. Periodically checks for chlorine and alkaline content. Alerts supervisor to problems with pool equipment or chemical levels. Incumbent must possess a current Senior Lifesaving Certificate.

In a Community or Youth Center:

In accordance with supervisor's instructions, prepares facility for scheduled activities such as dances, shows, and competitions. Assembles and sets up decorations, assists in preparing and serving refreshments, and ensures that safety rules and regulations are observed. Maintains bulletin boards and provides information to center users about available facilities, activities, and forthcoming events.

RECREATION AID PS-0189-4:

SUPERVISORY CONTROLS:

Work is performed independently, however, supervisory assistance is available when difficult problems arise.

DUTIES AND RESPONSIBILITIES:

Recreation Aids at the PS-4 level are required to have an understanding of the basic purpose of the recreation activity involved and a working knowledge of its rules and practices. Incumbents exercise **judgement** in applying well-established policies and procedures.

Assignments include a variety of tasks at a level described below:

In a Bowling Facility:

As the Night or Weekend Operator, is responsible for counter control operation that includes assignment of bowling lanes, shoe rental, and collecting and accounting for cash. Sells shoes, bowling balls, and other accessories .

RECREATION AID/ASSISTANT PS-0189-4: (cent'd)

Maintains order and ensures that bowling lanes and patron areas are cleaned before closing. Notes repairs for supervisor's attention and completes necessary reports.

In a Bingo Program:

Responsible for the efficient and orderly operation of bingo games. **Prepares** the bingo program and sets up bingo prizes, card displays, and equipment. Maintains bingo card and game controls and prepares required reports.

Awards prizes and maintains supply of prizes. Is responsible for securing equipment and supplies upon completion of game and for accounting for cash. May "call" bingo games.

In a Swimming Facility: (pool, lake, or ocean beach)

-Continuously observes swimming area to ensure safety of patrons; rescues swimmers in trouble and promptly administers first aid as needed; and calls for medical assistance when needed. Incumbent must possess a current Senior Lifesaving Certificate. The primary distinguishing factor between pool and lake lifeguards at the PS-3 level and those at the PS-4 level is the independence of operation. (At PS-4, the incumbent is usually a sole guard).

-Awareness of ocean conditions and alerting swimmers to possible rough water or hazards.

-May operate water pumps and control chemical additives to ensure pool water meets specified standards.

-When unsafe environmental or health conditions exist, informs supervisor and recommends closing swimming area until safe conditions prevail.

In a Community or Youth Center:

Responsible for orderly operation of facility during assigned **shift**. Ensures that only authorized patrons use facility. Accepts reservations for use of facility; coordinates with groups or patrons who plan to utilize facility; and collects and accounts for facility use fees. Checks inventories of supplies and recreation equipment **and** prepares requisitions for needed expendable items. Ensures that preparations have been made for scheduled activities (for example, that furniture has been **arranged** appropriately and that needed supplies and equipment are on hand).

RECREATION ASSISTANT PS-0189-5:

The PS-5 level Recreation Assistant may operate under either one of the supervisory controls described below according to the duties performed.

RECREATION ASSISTANT PS-0189-5: (cent'd)

SUPERVISORY CONTROLS:

Recreation Assistants having duties and responsibilities equivalent to those described below operate independently, with supervisory assistance available when unusual situations arise.

DUTIES AND RESPONSIBILITIES:

In a Swimming Facility:

Performs work in a swimming program, including instruction in various swimming styles and basic diving. Performs routine duties of safeguarding swimmers. In the event of a swimming accident, takes appropriate emergency action and completes appropriate accident reports. Enforces water safety rules, and performs water tests. Must possess Water Safety Instructor certificate or equivalent as well as a current Senior Lifesaving Certificate.

In a Bowling Facility:

Ensures the smooth operation of a bowling facility at night or on weekends, including the snack bar, pro-shop, lane assignments, and equipment rental. Ensures the proper operation of the pinsetting equipment and the security of the facility. Prepares reports as required.

OR

SUPERVISORY CONTROLS:

With a supervisor available in the immediate area, the incumbent performs duties at a level of difficulty equivalent to the following.

DUTIES AND RESPONSIBILITIES:

Recreation Assistants at the PS-5 level have a working knowledge of the facilities and equipment available and needed for the recreational activity involved. Incumbents must know the basic techniques of the activity in which they are providing information and guidance.

In an Arts/Crafts Program:

Provides direct advice and guidance to individuals in simple, basic techniques of arts and crafts work such as ceramics, leather, photography, enamel-working, and **candlemaking**. Provides patrons all available literature, manuals, and other reference material pertaining to the particular art or craft; assists in selecting projects; and advises on necessary supplies, tools, and equipment.

In a Marina Facility:

Provides individual guidance to patrons through demonstration of the basic techniques of sailing and boating and accompanying safety procedures. Instructs patrons in procedures for inspecting boats and equipment for damage,

RECREATION ASSISTANT PS-0189-5: (cent'd)

leaks, or other defects. Demonstrates and assists patrons in the rigging and storage of sails, life preservers, and oars.

In a Community or Youth Center:

Supervises groups of youths in a variety of recreational activities. Demonstrates simple dance steps, basic techniques, and rules of athletic games and rules of card games. Sets up and keeps abreast of scheduled events and ensures that activity area is arranged properly for those events. Acts as chaperone when needed.

RECREATION ASSISTANT PS-0189-6:

SUPERVISORY CONTROLS:

Incumbent independently performs tasks without close supervision. The incumbent operates within a framework of well-established policies and procedures with supervisory assistance available in unusual situations. Reference materials pertaining to the incumbent's area of responsibility are readily available.

DUTIES AND RESPONSIBILITIES:

Recreation Assistants at the Ps-6 level have a practical knowledge of the recreational area for which they are responsible. The incumbent is able to informally demonstrate the use of equipment associated with the activity. The incumbent applies an understanding of the interest and needs of program participants in carrying out assigned phases of recreation activities.

In an Arts and Crafts Program:

Demonstrates individually to patrons the basic techniques of a hobby or craft such as needlework, ceramics, leatherwork, or photography. The level of technical difficulty involved in performing such demonstrations is similar to that described below:

Ceramics and Pottery

Explains and helps patrons in such procedures as the mixing of clay and glazes, the use of potters wheels, the use of cooling and drying racks, and the application and firing of paints and glazes. This work includes the control and care of supplies and equipment needed for these activities.

Photography

Explains and demonstrates to patrons the fundamental methods, techniques, and procedures involved in the use and operation of such photographic equipment as still and hand-carried motion picture cameras, photographic enlargers, lenses and filters, and flash units. Assists patrons in laboratory work requiring application of basic darkroom methods and techniques. The requirement for basic color film processing work is characteristic of the PS-7 level.

RECREATION ASSISTANT PS-1089-6: (cent'd)

In a Marina Facility:

Performs work in a marina facility, which includes individual instruction in the fundamentals of water and boating safety and inland sailing techniques. This includes basic sailing terminology, pertinent sailing rules (such as Inland Rules of the Road), how to use sails for propelling the craft, and emergency procedures. Ensures that safety procedures, including the use and storage of life preservers and inspection of boats and equipment, are understood by all participants.

In a Community or Youth Activity:

Sets up schedules and facilities for competitive events, including card games, chess and pool tournaments, and sporting events. Arranges for necessary publicity, such as posters, flyers, or newspaper items. Establishes and maintains current schedule of events and maintains and posts team and individual standings. Prepares for special activities such as parties or dances by decorating facility in accordance with the particular function, greeting and registering guests, providing information concerning the facility and the activity, and ensuring that necessary safety and security measures are taken. May perform tasks such as receiving, storing, and issuing supplies and equipment, maintaining inventory records, noting reorder points, and preparing purchase requests for needed materials.

RECREATION ASSISTANT PS-0189-7:

SUPERVISORY CONTROLS:

Recreation Assistants at this level plan and arrange activities using established guidelines and practices. Recreation Specialists or the Facility Manager provides guidance on new or unusual assignments and reviews proposed plans to help make activities more effective.

DUTIES AND RESPONSIBILITIES:

Recreation Assistants at the PS-7 level apply a practical knowledge of all aspects of the specific activities in which they are involved. Incumbents demonstrate the techniques applied in the recreational activity and the tools used. The PS-7 Recreation Assistant differs from the PS-6 Recreation Assistant primarily in the incumbent's responsibility for planning activities, in the variety of activities involved, and in the increased degree of contact with program participants and responsibility for stimulating and maintaining their interest in the activity.

In an Arts and Crafts Program:

Plans and carries out an arts and crafts program. For example, a Recreation Assistant at the PS-7 level might be responsible for operating a ceramics and pottery activity and one or more other activities such as needlepoint,

RECREATION ASSISTANT PS-0189-7: (cent'd)

lapidary, and photography. Explains the operation of various tools and techniques used in completing a variety of selected projects. Arranges for necessary materials, promotes programs, and ensures that participants adhere to safety regulations and that the recreation area is maintained in good order.

In a Marina Facility:

Conducts a sailing program which includes providing opportunities for patrons to become acquainted with the basics of sailing through instruction in sailing techniques. Plans and schedules **special** events, such as sailing races, and prepares and issues promotional flyers. Ensures that sailing equipment is maintained and that supplies and equipment are available.

In a Community or Youth Center/Activity:

Plans and conducts recurring group activities, such as folk dance lessons. Devises and distributes appropriate publicity materials for the activity and secures and places decorations for the event. Demonstrates dance steps and sequences, "calls" steps and dances, and arranges for live or recorded music. Observes participants' response to the activity and seeks ways of increasing participants' interest and enjoyment.

Works with young people in an outdoor activities program. Provides participants with instruction in camping and nature study to include first aid, trail marking, building and control of campfires, and identification of hazardous plants and animals. Schedules day or longer "camp-outs," publicizes the activity, and arranges for the use of campsites and needed camp equipment.

DoD NAF PATRON SERVICES
JOB-GRADING STANDARDS
RETAIL ANNEX OPERATOR PS-2091-0

DUTIES AND RESPONSIBILITIES:

Under the general supervision of a Retail Manager (Main Store or Branch Store), the Retail Annex-Operator supervises and coordinates all phases of a retail activity annexed to a retail main store or branch store.

The incumbent requisitions merchandise and ensures maintenance of adequate stock levels, proper display, price-marking, and sale of merchandise; the application of correct receipt and pricing procedures; and the maintenance and security of cash, fixed assets, and merchandise inventory.

The incumbent participates in periodic inventories, assures the maintenance of accountable documents, and prepares reports, as required. When subordinate personnel are assigned, the incumbent provides effective training and supervision on all phases of the annexed retail activity's operations.

GRADING CRITERIA:

Retail Annex Operators shall be classified on the basis of average monthly sales. Sales volume data shall be taken from operating or financial statements or from other official documentation, based on the preceding fiscal year sales.

<u>GRADE</u>	<u>AVERAGE MONTHLY SALES VOLUME**</u>
PS-2091-7	\$20,401 - \$34,000
PS-2091-6	13,601 - 20,400
PS-2091-5	6,801 - 13,600
PS-2091-4	up to 6,800

NOTE : If responsibility for the work performance of other sales personnel meets the criteria for Leader or Supervisor, the position shall be evaluated by the appropriate job-grading standards. The grade to be assigned shall be the highest grade level warranted.

TITLE : Jobs covered by this standard are to be titled RETAIL ANNEX OPERATOR. In those situations in which the incumbent exercises significant supervisory duties and responsibilities over three or more subordinate employees, the word "Supervisory" will be prefixed to the above title.

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DoD NAF PATRON SERVICES
JOB-GRADING STANDARD
RETAIL SHIFT OPERATOR PS-2091-0

EXCLUSIONS:

Positions that involve managing, directing, and supervising a retail activity. Such positions shall be classified according to the standards for Supervisory Retail Annex Operator, Retail Manager (Annex), and Retail Manager (Branch Store) . Also excluded are assistant manager positions, which may involve supervising shift operations and managerial responsibilities, including participating in planning and revising internal store organization; deciding overall activity goals and standards; developing local directives; budgeting; and exercising fiscal control. Such positions are to be classified based on the standard for Retail Manager.

DUTIES AND RESPONSIBILITIES:

-Supervises the sale of merchandise at a retail activity during hours not regularly covered by the activity supervisor or manager or assistant manager.

-Ensures the proper display and price-marking of retail items and the adherence to correct receipt and pricing procedures.

-Ensures that adequate stock levels are maintained and requisitions merchandise as required.

-Maintains security of building, cash, fixed assets, and merchandise inventory. May be responsible for opening or closing the activity.

-Supervises and provides on-the-job training of assigned shift employees and modifies employees' work schedules to meet unexpected sales fluctuations. Evaluates employees' performance who are assigned on a continuing basis.

-Ensures compliance with fire, safety, sanitation, and security regulations and procedures.

-Maintains required sales records and accountable documents.

-Participates in **taking** required inventories.

SUPERVISORY CONTROLS:

Incumbents are directly responsible to the activity supervisor or manager. Policies and procedures provided are specific. The supervisor is readily available by telephone to provide **necessary** guidance **and** instructions.

GRADING CRITERIA:

Retail Shift Operator positions are classified according to the average monthly sales volume of the retail activity to which assigned.

RETAIL SHIFT OPERATOR PS-2091-0: (cent'd)

<u>GRADE</u>	<u>Average Monthly Sales Volume**</u>
PS-5	\$20,401 - \$34,000
PS-6	34,001 - 68,000
PS-7	68,001 - 136,000

Retail activities with operating hours in excess of 40 hours per week rarely exist with average monthly sales volume below \$20,401.

TITLES : Jobs covered by this standard shall be titled RETAIL SHIFT OPERATOR. In those situations in which the incumbent exercises significant supervisory duties and responsibilities over three or more subordinate employees, the word "Supervisory" shall be prefixed to the above title.

**CPI "ALL ITEMS": BASE YEAR 1977

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DoD NAF PATRON SERVICES
JOB-GRADING STANDARD
SALES CLERK PS-2091-0

SALES CLERK PS-2091-1:

DUTIES AND RESPONSIBILITIES:

Sales Clerks PS-1 sell merchandise and assist customers in the selection of merchandise. They advise customers of new or related accessory items. These positions are typically assigned to the self-service selling area. Incumbents assist customers in locating desired merchandise items. They direct the customer to the central check-out point for the conclusion of the sales transaction.

Incumbents at this level may assist in setting up and taking down merchandise displays. Sales Clerks PS-1 request merchandise stocks or pull stocks, sort or prepare them for replenishment of shelves, and then stack merchandise, as required, for attractive presentation. Incumbents may price-mark some items of merchandise prior to stocking them in selling area. Sales Clerks PS-1 perform housekeeping duties, such as cleaning or dusting fixtures and merchandise and sorting and restacking disarranged merchandise.

Sales Clerks PS-1, in some work situations, may occasionally operate cash registers and maintain change funds. At this level, incumbents assist in conducting inventories by performing routine, repetitive tasks such, as prelisting and counting.

Incumbents conduct periodic stock counts to determine branch or department requirements. Sales Clerks PS-1 advise management of out-of-stock or depleted stock conditions, damaged or defective merchandise, customer requests or complaints, and suspected shoplifting.

SUPERVISORY CONTROLS:

The incumbent follows specific guidelines and directions provided by higher-grade employees.

SALES CLERK PS-2091-2:

DUTIES AND RESPONSIBILITIES:

Sales Clerks PS-2 sell merchandise directly to customers when a technical or specialized knowledge of merchandise is not required and advise customers of substitute or related merchandise.

Incumbents record sales on a cash register, prepare written sales slips, make change, and process credit card sales.

Sales Clerks PS-2 display and price merchandise in accordance with instructions, replenish and maintain stock in presentable condition, advise the supervisor of damaged and slow-moving items, assist in taking periodic stock counts, and assist in taking inventories.

SALES CLERK PS-2091-2: (cent'd)

SUPERVISORY CONTROLS:

After initial orientation, the incumbent performs assigned tasks independently. However, supervisory assistance is readily available.

SALES CLERK PS-2091-3:

DUTIES AND RESPONSIBILITIES:

Sales Clerks PS-3 typically work in controlled item areas where the primary work assignment is performing over-the-counter selling of speciality items. These incumbents sell complete lines of speciality merchandise such as jewelry, cosmetics, footwear, military clothing, and photographic equipment.

The speciality merchandise sold by incumbents at this level requires that employees possess technical knowledge of the product and salesmanship abilities that are not normally acquired through brief sales training or through reading the instruction books provided by the manufacturer of the product. For example, Sales Clerks PS-3 demonstrate how to use a particular camera, provide answers to questions concerning technical aspects of the camera, and explain differences between the various brands and models of cameras handled in order to assist the customer in the selection of a product suited to his needs .

The incumbent is primarily responsible for selling merchandise that requires personal assistance. Sales Clerks PS-3 record sales on a cash register, prepare written sales slips, and are generally responsible for maximum merchandising of a specific area, including all phases of merchandise presentation, sales accountability, and merchandise protection.

Incumbents perform housekeeping, stocking, inventory and advisory duties as outlined at the PS-1 level. Sales Clerks PS-3 accomplish daily sales clerk reports and conduct periodic stock counts.

SUPERVISORY CONTROLS:

Work is performed independently with supervisory assistance available for unusual situations.

DoD NAF PATRON SERVICES
JOB-GRADING STANDARD
SECURITY GUARD PS-0085-2

DUTIES AND RESPONSIBILITIES:

The Security Guard works in a building requiring normal security protection. The Security Guard reports fires and accidents and takes appropriate emergency action (for example, uses fire extinguisher to put out an incipient fire) and reports fire or accident hazards. The incumbent protects occupants and building from outside annoyance by trespassers, inspects parcels as required, directs or escorts visitors in the building, directs vehicles in parking areas, and tactfully denies admittance to anyone who obviously has no business in the building. (Since the number of occupants and the number of buildings do not affect the knowledge requirement for the Guard, this is not a grade-level factor.)

The Guard serves as master-at-arms in a club; may verify identification of persons entering the club; patrols club circulating among patrons to maintain order and to prevent damage to furnishings; and warns persons guilty of infractions and, if they become obstreperous, tactfully removes them from the club, using force as necessary. (The Security Guard may call military security police, if necessary).

SUPERVISORY CONTROLS:

Security Guard manuals, written instructions, and personal supervision are very specific, and there is periodic supervisory review. The supervisor is usually available to advise on unusual matters.

DoD NAF PATRON SERVICES
JOB-GRADING STANDARD
SNACK BAR OPERATOR PS-2091-5

GENERAL STATEMENT:

This standard includes those positions involved in supervising and coordinating all phases of a small snack bar activity.

EXCLUSIONS:

This standard excludes positions that involve managerial responsibilities including participating in planning and revising internal activity organization; deciding overall activity goals and standards; developing local directives; and budgeting and exercising fiscal control.

DUTIES AND RESPONSIBILITIES:

- Supervises and coordinates the sale of prepackaged food snack items and the preparation and sale of short-order food items.
- Ensures the proper preparation, display and price-marking of food items and adherence to correct receipt and pricing procedures. Maintains sales records and accountable documents.
- Ensures that adequate stock levels are maintained, requisitions merchandise, and conducts periodic inventories.
- Maintains security of building, cash, fixed assets and merchandise inventory.
- Ensures compliance with fire, safety, sanitation and security regulations.
- Trains and supervises assigned subordinate employees in all phases of the snack bar's operations. This position does not involve technical supervision over the short order cooking operations.

GRADING CRITERIA:

Snack Bar Operator positions are classified on the basis of average monthly sales volume (AMSV)

<u>GRADE</u>	AMSV
PS-2091-5	\$7,000 - \$9,000**

NOTE : Other jobs that contain similar basic duties and that significantly exceed or fall short of the AMSV cited above shall be appropriately classified above or below this established PS-5 grade level with the rationale for the grade selected documented and attached to the job description.

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DoD NAF PATRON SERVICES
JOB-GRADING STANDARD
TICKET SELLER PS-2091-2

DUTIES AND RESPONSIBILITIES:

-Receives tickets and change fund from theater officer or assistant manager and signs appropriate hand receipts.

-Checks box office sign for proper admission fee, audience classification, and program starting time. Opens and closes box office according to prescribed schedules. Advises ticket taker or usher of opening number of admission tickets for current performance.

-Checks identification of all patrons in civilian clothing and sells tickets only to authorized patrons. Exchanges tickets for passes presented and accounts for passes. Issues guest authorization card for each guest.

-Cleans and lubricates the ticket register. Removes tickets from the register and secures them after the matinee and the final performance.

-Accounts for admission tickets and cash issued by the theater officer or assistant manager and for ticket sales receipts.

SUPERVISORY CONTROLS:

After initial orientation, the incumbent performs assigned tasks independently. However, supervisory assistance is readily available to resolve unusual problems .

DoD NAF PATRON SERVICES
JOB-GRADING STANDARD
USHER PS-0189-1

DUTIES AND RESPONSIBILITIES:

- Accepts patrons tickets and conducts patrons to unoccupied seats with the least possible delay and annoyance to the audience.
- Ensures that there is no smoking in the theater,
- Maintains order within the theater.
- Removes door wedges and checks restrooms and lounges prior to reopening the theater.
- Informs supervisor of major deficiencies.

SUPERVISORY CONTROLS:

The incumbent performs work under continuous supervision. New assignments are explained in detail to the incumbent. After the initial period of orientation, the incumbent performs routine tasks independently.

DoD NAF PATRON SERVICES
JOB-GRADING STANDARD
VISUAL MERCHANDISER PS-1010-0

VISUAL MERCHANDISER PS-1010-5:

DUTIES AND RESPONSIBILITIES:

Visual Merchandisers PS-5 decorate designated areas, including showcases, ledges, and fixtures. Incumbents set up focal displays near entrances to attract customers. These focal displays may be designed to support a seasonal mood or a special merchandising event. Incumbents set up feature merchandising displays as a means of dramatizing key programs on a scheduled, standard basis with a minimum of planning and preparation. Visual Merchandisers PS-5 set up the feature merchandise display equipment and materials according to provided instructions .

Incumbents coordinate with supervisors to design and assemble key departmental displays that highlight and identify principal merchandising efforts. These employees set up mannequins and control counter displays, column displays, and shadow box displays.

Visual Merchandisers PS-5 may instruct other personnel in methods of display and decoration. They supervise these employees in the assembling and dismantling of displays.

These positions are concerned with the designing and printing of signs. Incumbents typically distribute and maintain signs provided by higher authority. Special signs of a local nature may be designed and printed by these employees, who split their time between display, decorating, and signing programs.

Visual Merchandisers PS-5 are normally provided with a formal schedule of display and decorating activities to be accomplished in accordance with a total merchandising plan. These employees research and recommend sources of equipment, props, materials, and art supplies as required for the display and decorating programs. Visual Merchandisers PS-5 store, recondition, and maintain the operating efficiency of all display and decorating equipment, props, materials, and supplies.

SUPERVISORY CONTROLS:

The incumbent independently performs assigned tasks, with supervisory assistance readily available.

VISUAL MERCHANDISERS PS-1010-7

DUTIES AND RESPONSIBILITIES:

The duties of Visual Merchandiser's PS-7 include decorating facilities **and** displaying merchandise to dramatize both standard and special merchandising efforts and supervising of the signing program.

VISUAL MERCHANDISER PS-1010-7: (cent'd)

Incumbents submit proposed display and decorating plans to supervisors for review and approval. They furnish supporting sketches, comments, and material requirements lists. Visual Merchandisers PS-7 research and recommend sources of equipment, props, materials, and supplies as required for the display and decorating programs. These employees design, construct and supervise the construction of props needed but not readily available from an outside source. They maintain operating efficiency of all display and decorating equipment, props, materials, and supplies. Visual Merchandisers PS-7 install displays and decorations in facilities in accordance with carefully coordinated schedules.

These employees are responsible for planning and effecting the timely installation of all special events in order to achieve maximum visual merchandising results.

Incumbents use a variety of display and decorating techniques and equipment to include focal displays, key departmental displays, sign holder spots, control counter displays, column displays, and shadow box displays. They implement special lighting techniques to maximize display effect and provide advice to management in regard to lighting plans or problems.

Visual Merchandisers PS-7 work with store management personnel to determine signing program requirements and methods of improving signing program effectiveness. They instruct subordinates in the printing of signs to include style, size, layout, and subject content. Incumbents advise supervisors and managers of obsolete or soiled signs and arrange for replacements to be printed or supplied from stock. They provide training and instruction to employees in the assembling and disassembling of displays and decorations.

Visual Merchandisers PS-7 prepare budgets for display materials and equipment.